

# WORK matters

ISSUE 10 Supported Enterprise Newsletter



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## WORK HERE

# Welcome



## Welcome to our 10th Edition of "Work Matters".

I am delighted to welcome you to the latest edition of "Working Matters".

I have recently had the privilege of welcoming Supported Enterprise Service to the

Communities team within North Lanarkshire Council. As Head of Service for Communities I have responsibility for the ongoing development, growth and success of the Supported Enterprise Service.

As you know it has been a very challenging year for everyone however I have been overwhelmed by the positive stories and feedback we receive from individuals, their families and local businesses on the tailored support that they have received from the team to enable individuals to secure sustainable employment.

We could not do this without the support of local employers, stakeholders and the partnerships we have developed across North Lanarkshire who have all contributed to the success of the service.

As we enter 2021 we look forward to being able to meet up again and

continue to deliver training, development and employment opportunities to adults and young people with disabilities across North Lanarkshire.

Within this edition, you can read about some truly inspirational people, achieving their personal goals and moving into employment. They are also breaking down barriers for their peers who follow.

I hope you enjoy reading about the many successes the people we work with have achieved throughout 2020.

**Lizanne McMurrich**  
*Head of Communities*



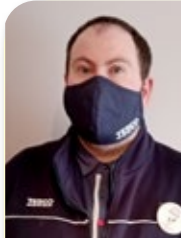
**Carrie Anne**

"I'm glad to be busy and feel that I'm helping by being at work".



**Kirsty**

"It's been such a good experience to work during the lockdown, to know I am helping make lives better. There's no other gratitude I can take from that."



**David**

"I have worked all through Lockdown in Tesco and we have been very, very busy. The company has looked after us by providing screens and masks, and has made sure we are socially distanced on the tills."



**Ashley**

"I work in the kitchen within Morrison's Warehouse in Bellshill, it's been hard working during COVID 19 but we are all working as

a team to ensure that we provide a good service to our colleagues working in the warehouse whilst keeping safe."

## Key Worker Testimonials

Our keyworkers have been working hard to support our communities throughout this pandemic, below are some quotes from our clients on how this has impacted on them.



**Adam**

"I was delighted to help out in anyway during this time and have been assisting other departments with various tasks as I wasn't able to return to my normal role."



**William**

"Working through the pandemic has had its ups and downs, so I have made sure to keep a positive attitude when it comes to helping out around the office"



**Barry**

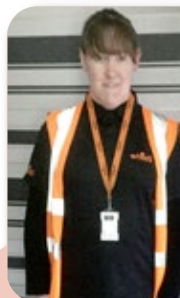
"I've been working throughout this Covid-19 pandemic, even offering to work my days off to help out. When I'm not at work I like to watch TV & Movies, as well as listening to music this has been helping me relax and get ready for the next day"



**Derek**

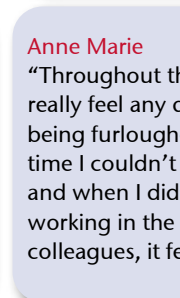
"I was furloughed for a few months last year due to the pandemic but now I am back at work. I have been helping

to maintain the school, reporting any repairs, cleaning, carrying out the fire testing as well as ensuring the building is secure at the end of the day."



**Suzy**

"Working through the pandemic has been really really good but very very busy and as a team we have all pulled together to support our community."



**Anne Marie**

"Throughout the pandemic I didn't really feel any different, however after being furloughed for a short period of time I couldn't wait to get back to work and when I did it was great to be working in the kitchen with my colleagues, it felt normal again."





# Scottish Business Minister joins DFN Project SEARCH as it Celebrates Ten Years at University Hospital Wishaw

**Scottish Minister for Business, Fair Work and Skills, Jamie Hepburn joined DFN Project SEARCH to celebrate ten years at University Hospital Wishaw. The Minister joined project partners and former graduates at an inspiring virtual event to celebrate the landmark during UK Disability History Month.**

DFN Project SEARCH, a leading transition to employment charity for young people with learning disabilities and autism, is celebrating ten years at University Hospital Wishaw.

The pioneering supported internship programme celebrated the landmark on December 8th during a virtual event with its partners and the Scottish Minister for Business, Fair Work and Skills, Jamie Hepburn MSP.

The project partners include NHS Lanarkshire as the host business, New College Lanarkshire as the education provider, and North Lanarkshire Council as the supported employment provider. The programme has been a huge success in transforming the lives of young people with learning disabilities and autism after being established in September 2010.

Seventy-eight students have graduated through the programme with 56 going on to get paid jobs. Many now remain in frontline roles across NHS Lanarkshire, making a huge impact during the Pandemic, spanning laboratory assistants, porters, administration, catering, retail, domestics, waste management operators and customer services. These amazing jobs have also

transformed the lives of these young people, bringing greater independence, and widening their aspirations.

Amongst the graduates there have been two weddings, three babies, ten now live independently, including three buying their own homes, passing driving tests and buying cars, and further education whilst in work.

The University Hospital Wishaw partnership shows how collaboration between the NHS, local authorities, colleges and schools and supported employment providers; partnered with the evidence-based DFN Project SEARCH programme, can be a force for transformative change in the lives

of young people with learning disabilities. The programme has been such a success with NHS Lanarkshire that it has been rolled-out to further sites at University Hospital Hairmyres and University Hospital Monklands.

Carmel McKeogh, director and programme specialist at DFN Project SEARCH, said: "Most recently our graduates at University Hospital Wishaw have certainly risen to the challenge even further in frontline roles and continue to do amazing work within their local communities. The success they are having is testament to the effectiveness of our pioneering transition to work programme along with the strength of our partnership with NHS Lanarkshire, New College Lanarkshire and North Lanarkshire Council."

Heather Knox, Chief Executive, NHS Lanarkshire, said: "I am delighted that NHS Lanarkshire has been able to support this brilliant project for the last 10 years. I am also extremely pleased that more than half have obtained permanent positions within NHS Lanarkshire including clerical assistants, domestics, laboratory assistants, porters and clinical support workers. While we offer the opportunities, it is the young people themselves who are the inspiration to everyone they work with from their lecturers, job coaches, site mentors and the wider NHS family."

Des Murray, Chief Executive at North Lanarkshire Council said: "I can think of no other programme as transformative as DFN Project SEARCH. Not just for the young people involved, but for their families and loved ones, seeing their children thrive and become strong, independent young adults. "It's about realising hopes and dreams, proving what can be achieved if people are given the right supports, and most importantly, the opportunity to succeed."





# Congratulations to the people who have successfully obtained a new job since the last issue of **Work Matters**



**Brendan Steedman**  
Catering Staff Bank, NHS Lanarkshire



**Dylan Anderson**  
Project Ability Trainee, NLC Vocational Apprenticeship Team



**Jamie Hall**  
CSW Staff Bank, NHS Lanarkshire



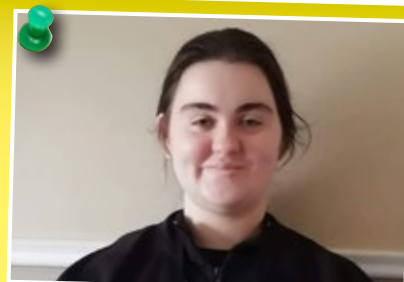
**Liam Yardley**  
Project Ability Trainee, Amazonia, M&D's



**Robbie Davidson**  
Customer Service Assistant, Tesco Extra



**Stephen Bell**  
Catering Assistant, Serco



**Lauren Williamson**  
Early Learning & Education Support Worker, NLC

## Other individuals who went into work (no pictures available):

**Rachel Nicholl**  
Clerical Assistant Trainee  
NLC Training Section

**Ryan Kilpatrick**  
Support Worker  
Keane Premier Support Services

**Reiss Moore**  
Pharmacy Support Worker  
NHS Greater Glasgow & Clyde

**Kieran Skeoch**  
Warehouse Operator  
Honeywell Control Systems

**Mark Thomson**  
Recycling Operative  
Dow Waste Management

**Craig Robertson**  
Telephone Operator  
Teleperformance

**Yasser Zobaidi**  
Production Operator  
Natural Fruit & Beveridges

**Connor Gouck**  
Project Ability Trainee  
The Buffet Box, Cumbernauld

## Other supported employees who do not want their photos or names included are employed by the following companies:

- NHS Lanarkshire
- Hermes
- Amazon
- Celtic Football Club
- Newmains Community Centre
- Keane Premier Support Services
- Glenboig Neighbourhood House
- Orbiston Community Centre (UTHEO)
- Serco



## LANARKSHIRE BUSINESSES

Please contact

## SUPPORTED EMPLOYMENT

If you are looking to recruit  
01698 274500



# THE BENEFITS OF PARTNERSHIP WORKING



**NLC Supported Enterprise has always had an excellent working relationship with Cumbernauld Job Centre which has led to many success stories throughout the years.**

We have regular meetings to discuss our clients and job opportunities; meet new staff and make them aware of our service; and welcome new referrals from clients that we can jointly support. Jobcentre staff also share information about vacancies in the local area as well training and funding that is available. They have been instrumental when looking at how we continue to work together with our client's goals in mind.

Lockdown has brought its challenges to all services however the strong partnership bond continues by working together and supporting our clients.

Here is Deklyn's story. Deklyn completed a DFN Project SEARCH training programme from Aug 2018 to June 2019 where he completed three placements within University Hospital Monklands. These placements gave him an insight into work and a confidence in the type of jobs he wanted to do. Deklyn's disability has brought challenges for him throughout his life which he has had to try and overcome, and his only real experience of the working environment was through placements via DFN Project SEARCH.

Supported Enterprise Service job coaches and his workcoach at DWP worked together to ensure Deklyn achieved his dream and he is now due to start as an Administrative Apprenticeship within the DWP.

We both knew Deklyn had great customer service skills, he was very friendly and an outgoing person and would fit into this environment.

When we discussed the vacancy with Deklyn, he at first thought it was beyond

his abilities however once the role was explained to him, he thought it would be a great opportunity and we knew he could do it.

By working together both job coach and work coach were able to guide Deklyn through the various stages of the application process and prepared him for the interview.

After his interview Deklyn immediately contacted both his work coach and job coach to advise he had been successful and had received his official offer of employment and is now just awaiting a start date pending his final Disclosure Checks.

Deklyn is delighted with the joint support provided which gave him the confidence to apply for this excellent opportunity to work for DWP. Deklyn said "without the support of my job coach and workcoach I wouldn't have had the confidence to apply for this great opportunity to work as an



administrative assistant for the DWP, I am really looking forward to starting work."



North Lanarkshire Council is one of only two councils in Scotland to achieve Disability Confident Leadership status and as part of this accreditation is actively encouraging other local employers to follow suit.

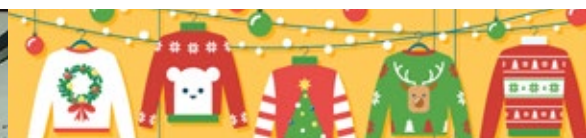
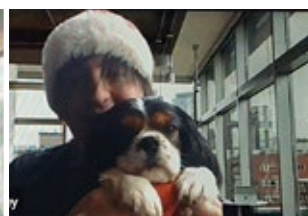
VIAS (Voluntary In Action Scotland) wishes to thank North Lanarkshire Council for supporting them to achieve level 3 Leader status in the Disability Confident Scheme.

The Disability Confident scheme encourages employers to make the most of the talents available that people can bring to the workplace and ensures employers can tap into the widest pool of talent available and play a leading role in changing attitudes for the better.

To read more about VIAS journey click on the link

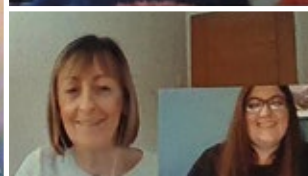
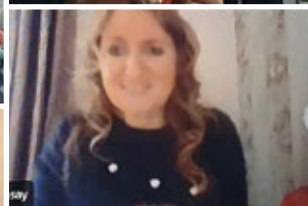
[www.facebook.com/nlcsupportedemployment/videos/386962945850923](https://www.facebook.com/nlcsupportedemployment/videos/386962945850923)

To find out further information on becoming Disability Confident, contact Audrey Friskey (DWP) on 01698 483677 or Gail McKee (NLC Supported Enterprise Service) on 01698 274500 or email [mckeeg@northlan.gov.uk](mailto:mckeeg@northlan.gov.uk).



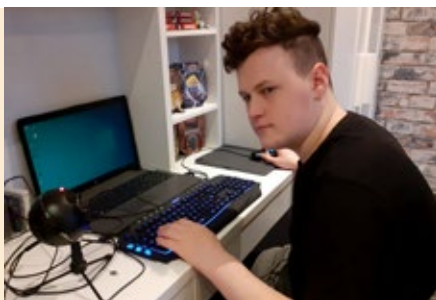
## Virtual Christmas Jumper Day

On Friday 18th December our staff took part in a virtual Christmas Jumper Day along with some furry friends that wanted in on the festivities also, the staff raised a total of **£120.00** and the chosen charity was Strathcarron House.



# What else have we been up to?

## David Sutherland ASN Schools



For the past few years, we have supported pupils in our ASN schools who are looking for employment and are preparing to leave school. Each pupil is allocated a job coach who will carry out a vocational profile and arrange

job tasters to help them get the job that is right for them.

The past year has proven a little challenging due to the pandemic but we have switched our work to online and virtual meetings. We have continued to support pupils from across North Lanarkshire via Teams, telephone and emails during these challenging times.

David Sutherland (above) was a 5th year pupil at Brannock High School in Motherwell in 2020. David was referred to our service to support him to find employment as he wasn't sure he wanted to continue into 6th year.

David was allocated a job coach who completed a vocational profile with him, supporting him to build his confidence and a CV he was proud of.

In December 2020, David was offered a Modern Apprenticeship in Business & Admin with Routes to Work and started his job on 5th January 2021.

David says:

*"It was brilliant to have the support of job coach and it has been life changing finding a job that I love".*

## Liam Yardley Project Ability



Supported Employment continue to provide job coaching support to clients on NLC's Project Ability Programme.

Project Ability is a 52 week paid and supported placement and training programme for young people with a disability to help them get experience in the world of work and a step forward in their employment journey.

Liam Yardley is a trainee working within Amazonia Rainforest at M&Ds Theme Park in Motherwell. Liam started his placement in February 2020, just a few weeks before the Covid 19 pandemic really hit the UK.

Due to Covid Liam only really got started his placement properly in August and has continued to work part-time right through the pandemic.

He is helping to care for the animals, keeping the animal enclosures clean and tidy and preparing food for the animals even when Amazonia has been closed to the public.

His manager Amanda Gott said:

*"Liam has grown in confidence and now comes into work and gets on with tasks without being asked, he is learning on the job and has been a great extra pair of hands for our team".*

Liam currently works 4 days per week and thoroughly enjoys being part of the team and still being able to work during these difficult times.



## ROOTS Programme

Dylan's placement was with CMS Window Systems in Cumbernauld as part of Supported Enterprise Services Roots programme.

This programme is designed to support care experienced young people into a work placement to gain the knowledge and skills required to help them obtain a permanent job.

Dylan placement commenced in December 2019 and has taken to this

role extremely well. Dylan says that "the Roots programme has worked really well for me. It has given me the opportunity to find a job which I love and has given me a sense of purpose and allowed me to learn new skills. I feel like a part of a team and I have built good relationships with other staff".

Dylan was successful in gaining a temp post with CMS as his Roots placement was so successful.

## NO LIMITS

Let Today be the start of something new

We believe that people should not be limited by other peoples limited imagination and are therefore delighted

to be delivering our new project 'No Limits' in 2021.

No Limits is aimed at young people leaving our ASN schools and colleges who require additional support to prepare for the world of work.

This support comes in the package of a 52 week work placement with training,

mentoring and additional support designed to suit the specific needs of the young person.

The project is funded by the Youth Guarantee Programme.

**If you are an employer and would like to be involved in this exciting new project, please get in touch with Gail McKee at [mckee@northlan.gov.uk](mailto:mckee@northlan.gov.uk)**





Pictured left to right: Lauren Fulton, Emma Hughes, Thomas Agnew and Craig Newton

## GO ALLSTARS...

Congratulations to 'Allstars Community Café' who were chosen by SUSE (Scottish Association for Supported Employment) as this year's winners of the Alliance Scotland's Employability Self Management Award 2020. Self-management is about people living with long term conditions being in 'the driving seat'. It supports people to live their lives better, on their terms.

Alex Neil, MSP, and Jason Leitch, National Clinical Director for Scottish Government, joined the ceremony to reflect on how people and projects delivering innovative services can make a real difference in communities.

Firpark Secondary School (ASN school) and North Lanarkshire Council Supported Enterprise Team started this exciting new catering venture in October 2019 with the support of Forgewood Community Centre and local employer Engie who helped with the initial set up costs.

Prior to Covid, the café was staffed by senior pupils (5th and 6th years) who served up a tasty lunch between 11am

and 2pm, every Thursday. The café offered homemade soup, panini's, toasties, speciality coffees and homemade cakes. The pupils were assisted by a job coach and a teacher from the school who provided all the relevant training to the pupils in all areas of hospitality. The job coach also assisted with other employability skills and job finding for the pupils. The café has been great for the local community, providing low cost food for those on a low budget and all surplus foods from the café at the end of the day was taken to the local homeless units. We look forward to welcoming every one back soon.

Cathy Brien, Manager of Forgewood Community Centre (where the café is based) says, "Forgewood Housing Co-operative would like to congratulate the Allstars Café on winning this award. Since opening in autumn 2019 the Café has been a wonderful addition to Forgewood Community Centre, providing tasty food at an affordable price. The Allstars Café plays an important role in the Forgewood Housing Co-operatives work to address loneliness and social isolation

within Forgewood and surrounding areas."

Visiting the café has also increased people's awareness of disability as a whole and is a fantastic opportunity for the pupils to gain employability skills in a real employment situation. Having the supported enterprise team as a partner ensures that appropriate guidance and support is accessible and immediate for the pupils and this support will continue for the pupils in their transition from school into employment. Donella Duff, Supported Enterprise Manager adds, "Winning this award is a fantastic achievement for everyone involved, given the opportunity everyone has the ability to achieve their goals and aspirations."

The pupils have blown us away in relation to the skills they have achieved, watching their confidence increase whilst communicating with other people. They have mastered many skills that are all transferrable into all aspects of their life. The pupils are also learning about money, customer care, recycling, PPE, circular economy and enjoying all the fun that they get interacting with their job coach, school teachers, other pupils and the general public who support our café every week.

Emma (6th year pupil at Firpark) says "The day I attend the café is the best day of the week and I love meeting new people and having fun. I have learned so much in my time there and my mum is so proud of me."

Overall the Allstars Community Café has a strong ethos of encouraging community participation and social inclusion, it runs as a not-for-profit social enterprise, putting the profits back into the school and local community.

'Go Allstars!'

## MARY WINS AWARD

**Mary always dreamed of being a nurse whilst growing up, however this was a dream that she and her family thought was out of sight.**

Mary spent all of her primary and secondary education in ASN schools followed by her further education being completed on an ASN college course. Determined to gain employability skills which could assist her in her goal of finding employment Mary applied to DFN Project SEARCH in University Hospital Wishaw.

Mary was an excellent student on the course, showing real grit and determination to achieve, she was so keen to learn that she studied at home to complete all the NHS Lanarkshire Learnpro modules.

Her dedication soon paid off when she was successful in gaining a place on the Healthcare Support Worker Course, NHS Lanarkshire's Staff Bank Course.

On successfully completing the course Mary went on to work many of her bank shifts in Ward 10 in University Hospital Wishaw and when a full time, permanent vacancy arose she was encouraged by the ward manager to apply for the position.

The manager could see the potential in Mary, see past the barriers she faced and was delighted when she successfully completed her interview and had no hesitation in offering her a full time position in her ward.

Mary recently won NHS Lanarkshire, Learner of the Year at the annual NHS Lanarkshire Staff Awards Ceremony.

**We are all so proud of Mary and everything she has achieved.**



# Supported Business (NL Industries)

NL Industries are the manufacturing arm of our enterprise service and they continue to secure and complete orders for a range of public and private companies. Specialising in furniture manufacturing, re-upholstery and up-cycling they provide a range of best value services, high quality furniture items and are able to deliver bespoke manufacturing requirements to suit and meet customer demands.

From its roots as a supported factory, NL industries is today committed to providing opportunities for disabled

people and those facing barriers to gaining employment. At NLI everyone has something unique to offer and given the opportunity can transform their lives through the power of work.

NL Industries have developed a range of products suitable for Schools and Nursery early learning environments.

The products have been designed in a range of natural textured fabrics based on the principles of biophillic design to create natural learning environments.

To find out more about our products and services please contact Donella Duff on 01698 524844 or alternatively email: [nlindustries@northlan.gov.uk](mailto:nlindustries@northlan.gov.uk)



## Our contact details are...



If you would like any more information on our service please don't hesitate to contact us:

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**Facebook:** [www.facebook.com/nlcsupportedemployment](https://www.facebook.com/nlcsupportedemployment)